

From: Harrington, Nicole J. </o=CVSCaremark/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=NJHarrington>
To: Bernstein, Stacey B.
CC: Travassos, Michelle L.
Sent: 6/11/2013 2:16:11 PM
Subject: FW: Revised AVP communication w/ File
Attachments: 2013_5_AVP Communication on CSDP.docx; AVP, Sup emails version 1, 2, 3; Tier1_flagging_6_12_13fv.xlsx

Stacey-

Attorney-Client Privilege



AVP, Sup emails version 1, 2, 3
(Ignore the AVP version on the email and use the one below as there was an addition that was made).

Thank you for everything on this!

Nicci

Nicole Harrington | CVS Caremark | Director of Pharmacy Professional Practice Standards | Office 401-770-4018 | Cell 603-657-8326 | Fax 401-652-2203 | nicole.harrington@cvscaremark.com

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From: Travassos, Michelle L.
Sent: Tuesday, June 11, 2013 1:12 PM
To: Harrington, Nicole J.
Subject: Revised AVP communication w/ File



2013_5_AVP Communication on CSDP.docx



Tier1_flagging_6_12_13fv.xlsx

FYI~I did round the numbers but they only display the rounded number in the box (which you can't see because the font matches the fill). When you click on the cell the number displays to the 3 decimal places as before I changed the conditional formatting to turn any number greater than 89.5 to red.

Thanks

Michelle Travassos
CVS / pharmacy
Professional Practices
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PLAINTIFFS TRIAL
EXHIBIT

P-06595_00001

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CVS-MDLT3-000115384

P-06595 _ 00001

(Business Confidential, Do Not Forward)

TO: Senior Vice Presidents and Area Vice Presidents
CONTACT: Michelle Travassos, Professional Practices 401.770.5641
SUBJECT: Quarter 2 Stores Entering Controlled Substance Dispensing Program

Overview:

Each quarter the Professional Practice team reviews all stores for controlled substance dispensing. Specific focus is placed on known drugs of concerns: Oxycodone, Hydrocodone and other Opioids. Based on criteria including volume, share and growth, in conjunction with known red flags, stores are benchmarked against others in their relative geographic region. Those stores significantly outside the median flag as stores with potential high risk dispensing behavior.

Based on the latest controlled substance dispensing review on April 1, 2013, 56 stores have flagged as outliers in their dispensing of one or more of the drugs of concern. As a result, each of these stores will enter the Controlled Substance Dispensing Program. This program involves a series of steps to further investigate and educate the store. This ensures the Pharmacy team is adhering to the corporate Dispensing Guidelines and feels comfortable exercising Corresponding Responsibility for each controlled prescription presented. The attached file (**do not forward or distribute**) lists each pharmacy identified with high risk dispensing behavior. Also identified are the areas of concern for each drug that the pharmacy flagged for. Region Managers, Pharmacy Supervisors, District Managers, Regional Loss Prevention Managers and Human Resource Business Partners are receiving an email with their specific store(s) of concern.

Next Steps:

- Pharmacy Supervisors and Regional Loss Prevention Managers ~~Field Managers~~ will be required to attend a ~~mandatory~~ one hour webinar. This presentation will provide reinforcement of corresponding responsibility and explain the Controlled Substance Dispensing Program. There will be a Q&A session in which field leaders can ask questions about their specific store.
- The Rx Supervisor and RLPM will be required to visit the store and perform a controlled substance audit and education for the store team. A subset of stores with a recent Loss Prevention Controlled Substance audit has flagged as part of the current review and will only require an Rx Supervisor educational visit. We are asking that these visits be performed on a flex day or on a follow-up day at the end of their Store Own Sales Cycle.
- All required documentation is due back to the Professional Practice Team in 30 days.

Additional Information:

- For a preview of the visit expectations for the Controlled Substance Dispensing Program (CSDP), click [HERE](#)
- To refer to a glossary of terms to assist in understanding the flagging terminology, click [HERE](#)

Further Information:

- An additional subset of stores recently went through the Controlled Substance Dispensing Program and remain flagged in the current review. As these stores recently completed educational steps as part of the program, Pharmacy Supervisors will receive an update on the store's current metrics to allow follow up as part of their normal store visits while the recent actions and education are allowed to change behavior
 - Stores recently completing the Controlled Substance Dispensing Program that remain flagged can be seen on the second tab of the attached file

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CVS-MDLT3-000115385

<Attach File>

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CVS-MDLT3-000115386

DOCUMENT PRODUCED IN NATIVE FORMAT

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CVS-MDLT3-000115387

Area	Region	District	Store #	City	State	Drug	Volume	Share	Growth	Cash	Age	Cocktail	Only Controls	Distance
01	2	4	524	Boston	MA	oxy								
01	11	1	5035	Schenectady	NY	hydro								
01	11	8	2229	Plymouth	NH	oxy								
01	13	2	2322	Hyannis	MA	opioid								
02	6	3	5193	Cherry Hill	NJ	opioid								
02	8	5	960	Easton	PA	oxy								
02	8	7	675	Glenolden	PA	opioid								
02	9	7	7105	Rochelle Park	NJ	hydro								
02	31	5	4082	Erie	PA	hydro								
02	32	7	5060	Columbus	OH	opioid								
02	32	8	3174	Newark	OH	hydro								
02	32	9	3992	Westerville	OH	opioid								
03	23	4	1556	Charlottesville	VA	oxy								
03	23	5	3512	Lynchburg	VA	hydro								
03	24	2	1411	Falls Church	VA	opioid								
03	24	3	1388	Falls Church	VA	oxy								
03	30	1	5013	Margaretville	NY	hydro								
03	33	5	1686	Johnsonburg	PA	opioid								
03	33	5	5099	Meadville	PA	hydro								
03	33	7	4606	Warren	OH	hydro								
03	37	3	8930	Anoka	MN	oxy								
04	66	8	1201	San Antonio	TX	opioid								
04	67	10	10019	Texarkana	AR	hydro								
04	67	10	10019	Texarkana	AR	opioid								
04	68	3	4356	Midland	TX	hydro								
04	68	9	6803	Irving	TX	hydro								
04	69	4	5329	Shreveport	LA	opioid								
04	69	8	2597	Chalmette	LA	opioid								
07	35	6	6258	Evansville	IN	oxy								
07	53	4	2791	Lombard	IL	oxy								
07	57	7	5482	Chicago	IL	oxy								
08	25	5	7312	Stone Mountain	GA	oxy								
08	27	3	4534	Valdosta	GA	hydro								
08	36	2	3792	Rogersville	TN	opioid								
08	36	3	3566	Big Stone Gap	VA	opioid								
08	36	7	6343	Hazard	KY	opioid								
08	36	7	6347	Ashland	KY	opioid								
08	38	8	3378	Augusta	GA	opioid								
08	38	9	2331	Greenville	SC	hydro								
08	38	9	2331	Greenville	SC	opioid								
08	40	6	4198	Raleigh	NC	oxy								
08	40	8	3385	Greenville	NC	oxy								
12	61	4	5221	Gainesville	FL	opioid								
12	61	4	5221	Gainesville	FL	oxy								
12	63	6	3685	Jacksonville	FL	hydro								
12	64	4	5010	Miami Beach	FL	hydro								
12	64	4	5147	Miami	FL	oxy								
12	64	4	8903	Sunny Isles Beach	FL	hydro								
12	64	8	3241	South Miami	FL	hydro								
12	64	8	5198	South Miami	FL	oxy								
12	71	1	7965	Fajardo	PR	oxy								
12	71	1	7979	San Juan	PR	opioid								
14	52	1	9218	Mesa	AZ	oxy								
14	52	5	3749	Goodyear	AZ	oxy								
14	52	8	5994	Espanola	NM	opioid								
14	60	6	8854	Santa Ana	CA	hydro								
14	72	4	8897	Riverside	CA	hydro								
18	70	6	8611	Minot	ND	opioid								
18	74	1	7949	Reno	NV	opioid								

Area	Region	District	Store #	City	State	Drug	Volume	Share	Growth	Cash	Age	Cocktail	Only Controls	Distance
01	2	4	2162	Boston	MA	opioid								
01	2	4	2162	Boston	MA	oxy								
01	11	8	5347	Claremont	NH	oxy								
02	6	3	6544	Maple Shade	NJ	oxy								
02	8	8	2408	Drexel Hill	PA	opioid								
02	9	5	245	Clifton	NJ	oxy								
02	32	7	6159	Columbus	OH	hydro								
02	32	7	6159	Columbus	OH	opioid								
02	32	7	6949	Columbus	OH	hydro								
02	32	7	6949	Columbus	OH	opioid								
02	32	8	3484	Columbus	OH	hydro								
02	32	8	6946	Whitehall	OH	hydro								
02	32	8	6946	Whitehall	OH	opioid								
03	23	1	1565	Fredericksburg	VA	hydro								
03	23	1	1565	Fredericksburg	VA	opioid								
03	24	5	1404	Woodbridge	VA	oxy								
03	24	5	1404	Woodbridge	VA	opioid								
03	33	1	4245	Washington	PA	hydro								
03	33	1	4245	Washington	PA	opioid								
03	33	4	2348	Pittsburgh	PA	oxy								
04	66	5	6374	Orange	TX	oxy								
04	66	8	7808	San Antonio	TX	hydro								
04	67	4	6824	Dallas	TX	hydro								
04	68	2	5959	Oklahoma City	OK	hydro								
04	68	2	5959	Oklahoma City	OK	opioid								
04	69	5	5777	Laurel	MS	oxy								
08	25	2	4507	Gainesville	GA	hydro								
08	25	2	4507	Gainesville	GA	opioid								
08	36	6	7099	Franklin	TN	oxy								
08	36	6	7099	Franklin	TN	opioid								
08	36	9	6412	Nashville	TN	oxy								
08	40	3	3816	Wilmington	NC	opioid								
08	40	5	4444	Durham	NC	oxy								
08	40	5	4444	Durham	NC	opioid								
12	61	4	3255	Gainesville	FL	oxy								
12	61	4	7178	Gainesville	FL	oxy								
12	63	6	727	Jacksonville	FL	hydro								
14	52	4	5026	Mesa	AZ	oxy								
14	52	4	5026	Mesa	AZ	opioid								
14	65	3	9785	Lancaster	CA	oxy								
14	65	3	9785	Lancaster	CA	hydro								
18	70	6	5307	Billings	MT	hydro								
18	74	2	9376	South Lake Tahoe	CA	hydro								
18	74	2	9376	South Lake Tahoe	CA	opioid								